

Sub-metric	Proposed Change	Rationale for change
PO-1	Change the July 4th holiday to Independence Day	Clarification ; the holiday isn't always celebrated on the actual 4th of July. If the 4th falls on a Sunday - the holiday is celebrated on Monday.
PO-2	Change Geography to Verizon North	clarification
	Update the definition section to specifically list the holidays that are excluded ; New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day	clarification
	Specifically list the performance standard for the PO-2 sub-metrics. PO-2-01 and 2-03 ; no standard; PO-2-02 >= 99.5%	clarification.
	Update the example formula contained in the methodology section to reflect the 18 hour prime-time period.	The prime time hour window is 18 hours. The formula presently uses a 16 hour example. The update will make the example formula consistent with the actual window.
PO-3	Add Report dimension to PO-3 Company is CLEC Aggregate / Geography. Geography for Repair is Verizon East. Geography for Ordering is Verizon North.	clarification.
	Update the performance standard section to specifically state the standard for each sub-metric. PO-3-01 and 3-03 have no standard. PO-3-02 and 3-04 standard is 80% within 30 seconds.	clarification.
	Make the following changes to the PO-3 performance standard ; Remove Order Entry Assistance, System Administration, and Billing and Collections centers	These centers do not report data for this metric. This issue arose during a RI WQAT review.
	Change the hours for the Order Processing Assistance center to 08:00 - 6:00PM Monday thru Friday	Change hours to reflect what center works. This change is per the Center personnel

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PO-3, continued	Clarify that the Repair Help Desk is reported in metrics PO-3-03 and PO-3-04	clarification
	Clarify that the Order Processing Assistance is reported in PO-3-01 and PO-3-02	clarification
PO-4	Add report dimension to PO-4 Company is CLEC Aggregate Geography is Verizon North	clarification
	Update performance standard ; 95% is for PO-4-01 only.	clarification
PO-5	Change Geography to Verizon North	clarification
PO-6	Add a Report Dimension column (Find out how data is provided/reported - is PO-6 a state # or is it reported by region)	clarification
	Update performance standard to be in sync with C2C template.	clarification
PO-7	Add report dimension - find out how data is provided / reported is PO-7 a state # or is it reported by region	clarification
	Update performance standard to be in sync with C2C template.	clarification
PO-8	Change PO-8-01 metric title from Average Response Time - Manual Loop Qualification to % On Time - Manual Loop Qualification	changed metric title to % to be able to report against the 95% standard. (An Average cannot be reported against a set standard).
	Change PO-8-01 numerator to read as follows: Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	needed to clarify numerator to accurately measure the metric.

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PO-8 continued	Change PO-8-02 metric title from Average Response Time - Engineering Record Request to % On Time - Engineering Record Request	changed metric title to % to be able to report against the 95% standard. (An Average cannot be reported against a set standard).
	Change PO-8-02 numerator to read as follows: Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	needed to clarify numerator to accurately measure the metric.
	Add an exclusion to the PO-8 section to exclude Saturdays, Sundays and Holidays from the interval count.	clarification